



TERTIARY AND VOCATIONAL EDUCATION COMMISSION  
COMMON WRITTEN EXAMINATION



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<b>NVQ Level 06 - Semester I</b>		
<b>Information and Communication Technology</b>		
<b>Team Work &amp; Leadership</b>	<b>EMPM05</b>	<b>Three Hours</b>
<b>* Answer all five (05) questions</b>		

1.
  - I. *Teams increases organizational performance by utilising workforce diversity.*  
Briefly describe this statement. [10 Marks]
  - II. Briefly describe the following stages of group development:
    - Forming
    - Norming
    - Storming
    - Performing
    - Adjourning[5 Marks]
  - III. Briefly describe supervised Teams, Self Supervised Teams and Virtual Teams. [5 Marks]
  
2.
  - I. The following items are the characteristics of a good team. Briefly describe each of them.
    - *Clear Goals*
    - *Relevant Skills*
    - *Mutual Trust*
    - *Unified Commitment*
    - *Good Communication*
    - *Negotiating Skills*
    - *Appropriate Leadership*
    - *Internal and External Support*[8 Marks]
  - II. Briefly explain each of the following activities of a group leader
    - Planning
    - Organizing
    - Leading
    - Controlling[12 Marks]





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5. A good leader has the following characteristics. Briefly explain each of them.

[20 Marks]

- Practice Openness
- Be Fair
- Speak Your Feelings
- Tell the Truth
- Show Consistency
- Fulfil Your Promises
- Maintain Confidence
- Demonstrate Competency

- **End of Paper** -